



Dear Member:

Please take the time to read the Member Handbook. Below you will find step-by-step instructions on where to find the latest version. The Member Handbook will help answer many questions you may have, it contains important information about:

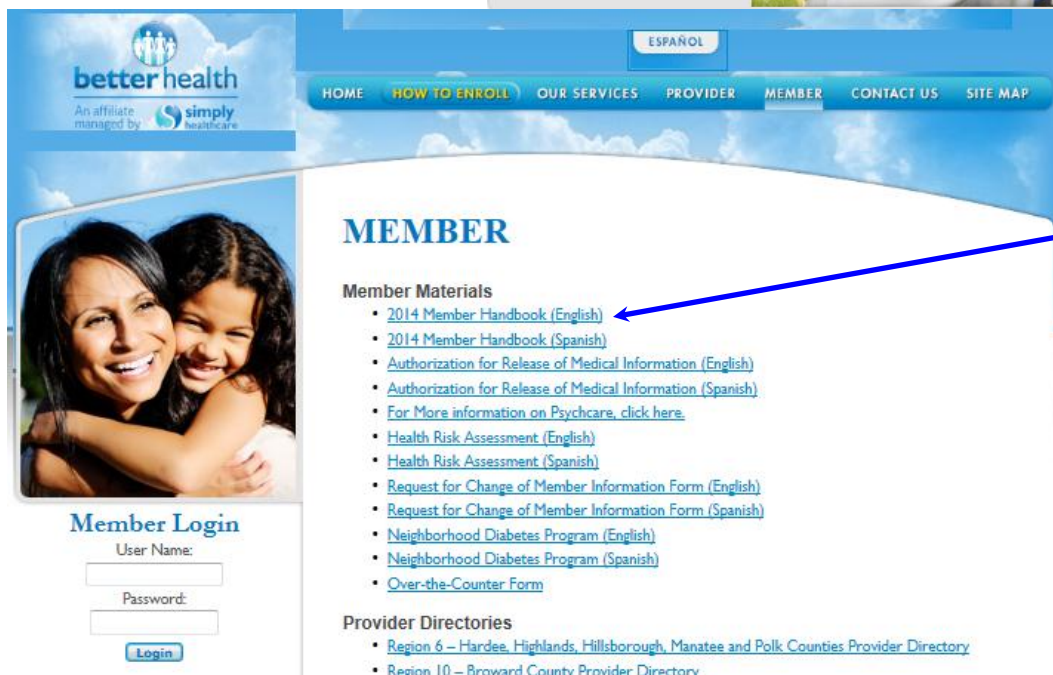
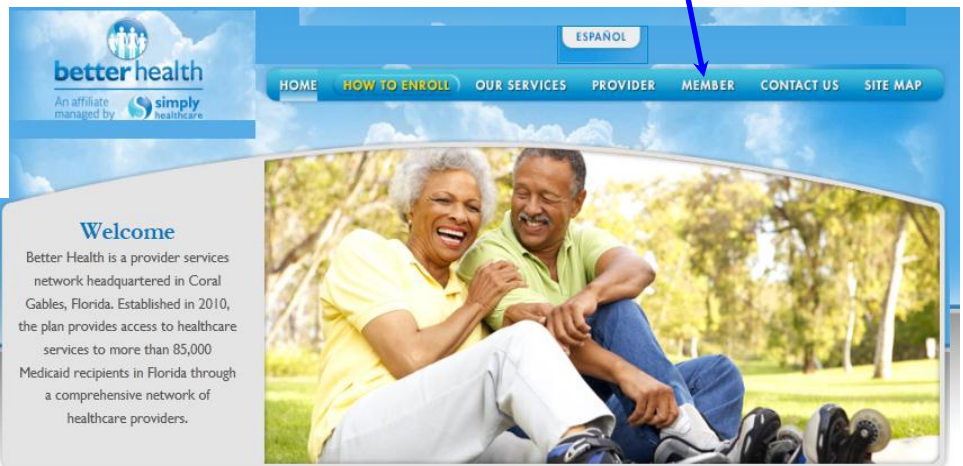
- Continuation of Care/Transition of Care
- Routine/Preventive Check Ups
- Covered Services
- Case and disease management programs
- Access to Behavioral Health Services
- Member's Rights and Responsibilities

If you have additional questions or if you would like a hard copy of the member handbook, we can send you one at no charge. Just call our Member Services Department at 1-800-514-4561 to request a copy.

Sincerely,
Better Health

How to Find the Current Member Handbook

1. To see the Member Handbook, go to our website, www.betterhealthflorida.com and click on the Member tab.



2. Scroll down and click on Member Handbook to view.